Product Registration

For complete peace of mind, extend your warranty!

see details inside

How to register your product:

1 NEW OPTION
Visit the APC Web site and use APC's fast and easy online registration:
http://warranty.apc.com
enter key code: q437x

http:/

2 Or fill out the information below and fax to: (401) 789-3710

3 Or mail this postage paid card to APC

APC PRODUCT REGISTRATION FORM
All information must be completed.

◯ Mr. ◯ Mrs. ◯ Ms.

First Name

Last Name

Job Title

Company Name

Mailing Address

City

State/Province   Zip/ Postal Code

Country

Phone

Fax

E-mail Address

APC model purchased :

1.☐ Back-UPS® CS	9.☐ Smart-UPS®	17.☐ Symmetra® LX
2.☐ Back-UPS® ES	10.☐ Smart-UPS® RM	18.☐ Matrix-UPS®
3.☐ Back-UPS® HS	11.☐ Smart-UPS® RT	19.☐ SurgeArrest®
4.☐ Back-UPS® LS	12.☐ Smart-UPS® SC	20.☐ SurgeArrest®
5.☐ Back-UPS® RS	13.☐ Smart-UPS® XL	Notebook Pro
6.☐ Back-UPS® XS	14.☐ Smart-UPS® XLRM	21.☐ PowerManager™
7.☐ Back-UPS® Pro	15.☐ Symmetra®	22.☐ ProtectNet® Series
8.☐ PowerStack®	16.☐ Symmetra® RM	23.☐ Line-R®

Model #
Serial #

APC Model #

APC Serial #

Date Purchased   /   /
month   day   year

Purchased From

City

State /Province   Country

How did you first hear about APC?

1.☐ Advertising - Magazine/ Newspaper
2.☐ Advertising - TV/Radio
3.☐ Reseller/Dealer/Salesperson
4.☐ Relative/Friend/Co-worker
5.☐ Catalog
6.☐ Trade show
7.☐ Store display
8.☐ Internet
9.☐ PC manufacturer
10.☐ Consultant
11.☐ Editorial/Article
12.☐ Other _____

What type of equipment are you protecting with this APC product? (check all that apply)

1.☐ Server
2.☐ Stand-alone personal computer
3.☐ Networked personal computer
4.☐ Laptop
5.☐ NT/RISC Workstation
6.☐ Midrange system
7.☐ External storage (i.e. SAN, NAS)
8.☐ Fax machine
9.☐ Printer
11.☐ VoIP equipment
12.☐ Networking equipment (i.e. router, hub)
13.☐ Telecom equipment (i.e. PBX, KEY system)
14.☐ Modem/Telephone
15.☐ Point of sale equipment
16.☐ Medical/Lab equipment
17.☐ Audio/Video entertainment systems
18.☐ Industrial equipment
19.☐ Other equipment

Decision to purchase this product was based on: (check all that apply)

1.☐ Dealer recommendation
2.☐ Advertising
3.☐ Past use of APC product
4.☐ Relative/Friend/Co-worker
5.☐ PC manufacturer
6.☐ Price
7.☐ Product features/ Specifications
8.☐ Review/Editorial
9.☐ Company/Dept. standard
10.☐ Product warranty
11.☐ Equipment protection policy
12.☐ Company reputation
13.☐ Product availability
14.☐ Other _____

Which of the following features were important to you when choosing this APC product? (check the three most important)

1.☐ Appearance/Shape
2.☐ Automatic Voltage Regulation (AVR)
3.☐ Battery backup runtime
4.☐ Data recovery services
5.☐ Ergonomic design
6.☐ Front panel/ Indicator displays
7.☐ Number of outlets
8.☐ Output waveform
9.☐ Power capacity/VA/ Watt rating
10.☐ Price
11.☐ Redundant design
12.☐ Reliability
13.☐ Size/Weight
14.☐ USB Connectivity
15.☐ Serial Connectivity
16.☐ SmartSlot expansion bay
17.☐ SNMP capable
18.☐ Software features
19.☐ Unattended OS/ Application shutdown
20.☐ Software included with UPS
21.☐ Software certification
22.☐ Power line surge protection
23.☐ Ethernet surge protection
24.☐ Phone line surge protection
25.☐ Cable/DSS surge protection
26.☐ User-replaceable batteries
27.☐ No specific features
28.☐ Other _____

From what type of store did you purchase this APC product?

1.☐ Computer products dealer
2.☐ Value added reseller (VAR)
3.☐ Mail order catalog
4.☐ Computer superstore
5.☐ Warehouse club
6.☐ Office superstore
7.☐ Mass merchant/Retail store
8.☐ Power specialist
9.☐ Computer manufacturer
10.☐ Internet retailer (e-tailer)
11.☐ Direct from APC
12.☐ Other _____

Was this product purchased and installed as part of the original system?

1.☐ Yes   2.☐ No

Where will this APC product be used?

1.☐ Data center
2.☐ Wiring closet
3.☐ Home
4.☐ Office
5.☐ Home office
6.☐ Factory
7.☐ Laboratory
8.☐ Retail store
9.☐ School/University/Library
10.☐ Hospital/Medical facility
11.☐ Other _____

Which best describes your company's primary activity at this location:

1.☐ Communications/Broadcasting/Publishing
2.☐ Consulting
3.☐ Education
4.☐ Engineering/Architecture/Construction
5.☐ Finance/Banking/Accounting/Insurance/Real estate
6.☐ Government/Military
7.☐ Health/Medical
8.☐ Legal services
9.☐ Manufacturing/Industrial
10.☐ Research/Development
11.☐ Computer reseller/Distributor/Wholesaler
12.☐ Other reseller/Distributor/Wholesaler
13.☐ Other service industry
14.☐ Not applicable
15.☐ Other _____

How many employees at your company?

1.☐ 100 or less
2.☐ 101-1,000
3.☐ More than 1,000
4.☐ Not applicable

Which of the following best describes the job or position of the person who decided to purchase this product?

1.☐ Accountant/Banker /Financial Analyst
2.☐ Administrative Staff
3.☐ Art Director/Graphic Designer
4.☐ Chairman/President/Owner/Partner
5.☐ Consultant/Advisor
6.☐ CFO/Controller/Treasurer
7.☐ Data Comm./Telecom Manager
8.☐ Editor/Writer
9.☐ Educator
10.☐ Engineer/Scientist/Programmer Analyst
11.☐ LAN/Network Manager
12.☐ LAN/Network Staff
13.☐ MIS/DP Manager
14.☐ Professional (Doctor/Lawyer/Architect)

What type of equipment are you protecting with this APC product? (check all that apply)

1. ☐ Server
2. ☐ Stand-alone personal computer
3. ☐ Networked personal computer
4. ☐ Laptop
5. ☐ NT/RISC Workstation
6. ☐ Midrange system
7. ☐ External storage (i.e. SAN, NAS)
8. ☐ Fax machine
9. ☐ Printer
10. ☐ Scanner

11. ☐ VoIP equipment
12. ☐ Networking equipment (i.e. router, hub)
13. ☐ Telecom equipment (i.e. PBX, KEY system)
14. ☐ Modem/Telephone
15. ☐ Point of sale equipment
16. ☐ Medical/Lab equipment
17. ☐ Audio/Video entertainment systems
18. ☐ Industrial equipment
19. ☐ Other equipment _____

If using this product with computer or network equipment, which brand(s) of computer or network hardware do you protect with this APC product? (check all that apply)

1. ☐ 3-Com
2. ☐ Acer
3. ☐ Apple
4. ☐ Avaya
5. ☐ Cisco
6. ☐ Dell
7. ☐ D-Link
8. ☐ eMachines

9. ☐ EMC
10. ☐ Fujitsu Siemens
11. ☐ Gateway
12. ☐ Hitachi
13. ☐ HP/Compaq
14. ☐ IBM
15. ☐ Inter-Tel
16. ☐ Linksys

17. ☐ Lucent
18. ☐ Micron
19. ☐ NEC/Packard Bell
20. ☐ Netgear
21. ☐ Network Appliance
22. ☐ Nortel Networks
23. ☐ Silicon Graphics
24. ☐ SNAP Appliance

25. ☐ Sony
26. ☐ Sun
27. ☐ Toshiba
28. ☐ Unisys
29. ☐ Non-branded
30. ☐ Non-computer
31. ☐ Other _____

If using this product with a computer, what type of hardware are you protecting with this APC product? (check all that apply)

1. ☐ Intel X86/ Pentium Series
2. ☐ AMD X86
3. ☐ Cyrex

4. ☐ Intel Itanium
5. ☐ Mac G3
6. ☐ Mac G4
7. ☐ iMac

8. ☐ Sparc
9. ☐ AS/400/Mini
10. ☐ Power PC
11. ☐ Alpha

12. ☐ Not applicable
13. ☐ Other _____

If you purchased an APC UPS, what type of interface device or software do you use with this UPS?

1. ☐ PowerChute® Business Edition
2. ☐ PowerChute® Personal Edition
3. ☐ PowerChute® plus
4. ☐ PowerChute® Inventory Manager
5. ☐ PowerChute® Network Shutdown
6. ☐ Web SNMP/Network Management Card

7. ☐ APC Shutdown Manager
8. ☐ APC Enterprise Manager
9. ☐ APC InfraStruXure Manager
10. ☐ SNMP Agent
11. ☐ Power Managment Extensions-Win 98

12. ☐ Interface Cable
13. ☐ None
14. ☐ Other

If using this product with a computer, which operating system is used on the computers that are protected by this APC product? (check all that apply)

1. ☐ Windows 95
2. ☐ Windows 98
3. ☐ Windows Me
4. ☐ Windows NT
5. ☐ Windows 2000

6. ☐ Windows XP
7. ☐ Mac OS
8. ☐ Novell Netware
9. ☐ Solaris/Sun OS (on Sparc)
10. ☐ Solaris (on Intel)

11. ☐ SCO Unix
12. ☐ Red Hat Linux
13. ☐ HP-UX
14. ☐ AIX
15. ☐ Tru64

16. ☐ UNIXWARE
17. ☐ OS/2
18. ☐ Other Linux
19. ☐ Other Unix
20. ☐ Not applicable
21. ☐ Other

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5. ☐ Consultant/Advisor
6. ☐ CFO/Controller/Treasurer
7. ☐ Data Comm./Telecom Manager
8. ☐ Editor/Writer
9. ☐ Educator
10. ☐ Engineer/Scientist/Programmer Analyst
11. ☐ LAN/Network Manager
12. ☐ LAN/Network Staff
13. ☐ MIS/DP Manager
14. ☐ Professional (Doctor/Lawyer/Architect)
15. ☐ System Support
16. ☐ Facilities Manager/Staff
17. ☐ Purchasing Manager/Staff
18. ☐ Manager/Supervisor (not listed above)
19. ☐ Not applicable
20. ☐ Other _____

How are we doing?

Please provide comments on APC products and/or service. If you have a question that requires a response, please visit:
http://www.apc.com/support

_____

_____

_____

990-0001F
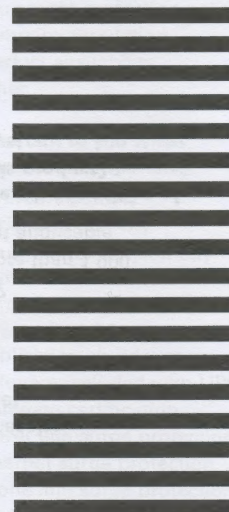
BUSINESS REPLY MAIL
FIRST-CLASS MAIL   PERMIT NO. 36   WEST KINGSTON RI

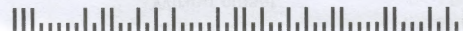POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN POWER CONVERSION
ATTENTION CRC: q437x
132 FAIRGROUNDS RD
PO BOX 278
WEST KINGSTON RI 02892-9906

Now register online!

HERE'S HOW:
• Visit the APC Web site and go to:

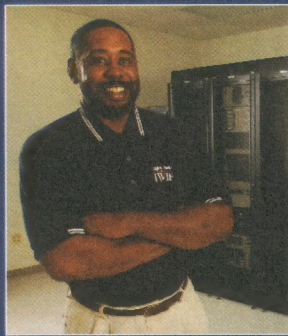### *http://warranty.apc.com*

ENTER KEY CODE: **q437x**

OR
• Fill out the registration information and fax to: **(401) 789-3710**

OR
• Fill out the registration information and mail this postage paid card
(refold and seal at top - NO STAPLES PLEASE)

Register your APC equipment today!